

E-01345A-11-0224

OPEN MEETING AGENDA I



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

DOCKETED
2013 FEB 12 AM 9 34

Opinion No. 2013 - 108435

Date: 2/11/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Elizabeth Last: Elson

Account Name: Elizabeth Elson

Home:

Street:

Work:

City: Yuma

CBR:

State: AZ Zip: 85364

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-11-0224

Customer upset as she is a widow and lives by herself and uses very little electricity from APS. She cooks with propane gas and only has the television set on all day. Other than that no much more electricity is use. Customer is upset because of the customers using less consumption due to either energy efficient appliances in conjunction with being more aware of using electricity, this decrease in consumption is now to blame and is punishing those who may be cautious and useful of their consumption. The ACC recently passed a flat additional costs to all of its members. Customer is against the newly devised charges that customers of APS now have to be burdened with for being conservative with their electricity usage.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/11

Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.

End of Comments

Arizona Corporation Commission

DOCKETED

FEB 12 2013

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